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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Cornerstone Agency of PA Inc

October 31, 2017

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## Introduction

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice, and opportunity in their lives. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered. The Quality Assessment & Improvement Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals.

This year, the focus areas for Quality Assessment and Improvement are:

- Employment
- Quality Improvement
- Communication

## QA&I Summary

Each year, all providers will complete a self-assessment tool. The tool will be submitted online and the supporting documentation will be submitted electronically to the Provider's Assigned Administrative Entity.

Every three years, providers will participate in an on-site review. The on-site review consists of a review of the following areas:

- Quality Management Plan
- Policies and procedures
- Staff training records
- Individual record review
- Staff interview
- Individual interview

The onsite review is completed by the provider's assigned AE only. The review of Cornerstone Agency of PA Inc. encompassed the following:

- The onsite review consisted of a sample of 5 individuals across all funding streams (2 consolidated, 2 PFDS, and 1 base funded)
- One staff was interviewed
- One individual was interviewed

## Data Analysis and Performance Evaluation

During completion of the onsite review for Cornerstone Agency of PA Inc., the following information was noted:

- All records are very detailed and organized. Documentation was easy to follow. This provider is knowledgeable about new waiver requirements, guidelines, etc. and has spent a great deal of time reviewing the new requirements in order to make sure that they are in compliance. Staff have developed good relationships with individuals and know what works and what doesn't work for them.
- Focus areas
  - Employment
  - Quality Improvement – QM goals are well written and relevant to the services you provide. This agency as a whole is always looking for ways to improve the quality of services offered.
  - Communication – daily notes are thorough and provide a good assessment of communication skills, individual goals, etc. Staff are very aware of communication styles of individuals and what works best for each person.
- Recommendations
  - Documentation of staff training was able to be validated, but involved looking at different records in order to verify ISP was read prior to working with the individual. I recommended modifying the checklist used for documentation to include the date the staff first worked with the individual. \*This was modified and the new checklist is now being used.
- Self-assessment results were mostly in line with the on-site review. There was one question where our answers differed, regarding new hire staff reviewing the ISP prior to working with the individual. This question was discussed and a plan is being worked on to ensure that this is completed in the future.
- There are two items requiring remediation within 30 days – please see attached CAP for specific information.
- There are two items that fall below 86% of compliance. These items will need to include a plan to prevent recurrence, which will include changing policies/procedures to meet the requirements. Please see attached CAP for specific information.

## Appendices

Attachment #1 – Corrective Action Plan